DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

          (877) 472-4848 option 4

SERVICE DETAILS

Vendor: CenturyLink

Vendor website: http://www.qwest.com/texan-ng/

Service Area: Voice

Category: Managed PBX

Hosted IVR

Hosted IVR offers a full suite of touch-tone and speech-enabled features. CenturyLink can work with customers to design an IVR that meets their unique requirements. CenturyLink also has ready-to-use applications for self-help applications, such as store locators, financial status, account updates and PIN resets are available for quick deployment.

* This is a CenturyLink billed service

SERVICE DELIVERY SLA

Quote Request	10 Bus Days
Installation Interval	90 Bus Days
Disconnect	30 Bus Days
Service Term	12 Months

PERFORMANCE SLA

Availability: 100%

Mean Time to Repair: 4 hours

CUSTOMER RESPONSIBILITY

Demarc extension: If Demarc extension is required by the LEC, it should be requested at the time of order. The cost for Demarc extension is a separate NRC charge.

* A 4% Cost Recovery Fee (CRF) has been added by DIR to Vendor

CENTURYLINK HOSTED IVR PRICING

Hosted IVR	Port Model			
	1 year	$416.00	Monthly Subscription DTMF** (Touch-tone)	
	1 year	$75.40	Hosted IVR DTMF Virtual Port (Per Port)	
	1 year	$148.20	Hosted IVR DTMF Bridging Port (Per Port)	
	1 year	$136.50	Carrier Neutral DTMF Virtual Port (per port)	
	1 year	$390.00	Monthly Subscription ASR** (Speech Recognition)	
	1 year	$152.10	Hosted IVR Speech Recognition Virtual Port (per Port)	
	1 year	$304.20	Hosted IVR Speech Recognition Bridging Virtual Port (per port)	
	1 year	$206.70	Carrier Neutral Speech Recognition Virtual Port (per port)	
	1 year	$1,560.00	Intelligent Call Processing (ICP) Peripheral Gateway Link	$780.00	Intelligent Call Processing (ICP) Peripheral Gateway Link Installation
	1 year	$15.60	Text-To-Speech Surcharge (per Port)	

	1 year	$58.50	Name & Address Speech Module Surcharge (per port)		
	1 year	$0.07	Overflow Protection Premium (per Minute Metered)		
	1 year	$0.03	Bridging (rate per minute) - Billed for a minimum 18 second initial increment and six second increments for the duration of the bridged portion of the call. Calls are considered bridged when the call is answered.		
Hosted IVR	**Minutes of Use Model**				
	1 year	$416.00	Monthly Subscription DTMF** (Touch-tone)		
	1 year	$416.00	Mohthly Subscription ASR** (speech recognition)		
	1 year	$0.03	Hosted IVR DTMF Virtual Port including Text to Speech & Shared Hosting (per virtual port MOU)		

	1 year	$0.05	Hosted IVR Speech Recognition Virtual Port including Text to Speech & Shared Hosting (per virtual port MOU)	
	1 year	$0.07	Hosted IVR Speech Recognition Virtual Port Including Name and Address OSDM, Text to Speech & Shared Hosting (per virtual port MOU)	
	1 year	$1,560.00	Intelligent Call Processing (ICP) Peripheral Gateway Link	$780.00	Intelligent Call Processing (ICP) Peripheral Gateway Link Installation
	1 year	$0.03	Bridging (rate per minute) - Billed for a minimum 18 second initial increment and six second increments for the duration of the bridged portion of the call. Calls are considered bridged when the call is answered.	
Hosted IVR	**ACD Connect**			
	1 year	$780.00	ADC Connect Monthly Connection Charge (per connection)	$1,950.00	ACD Connect Installation
	1 year	$0.01	ADC Connect per Call surcharge	

Hosted IVR	**Call Recording**				
	1 year	$61.62	Call Recording Monthly Charge (per port)	waived	Call Recording Installation
	1 year	$7.80	Call Recording Storage 12 Month Increment up to 7 Years (per port)		
Hosted IVR	**CTI Standalone**				
	1 year	$23.40	CTI Standalone Add	waived	CTI Standalone Installation per agent
Hosted IVR	**Multi-Tenant Managed Application**				
	1 year	$23.40	1-10 Hosted IVR Virtual Ports (per port)		
	1 year	$19.50	11-50 Hosted IVR Virtual Ports (per port)		
	1 year	$15.60	51-200 Hosted IVR Virtual Ports (per port)		
	1 year	$14.04	Over 200 Hosted IVR Virtual Ports (per port)		
Hosted IVR	**Single-Tenant Managed Application**				
	1 year	Source SOW	Hosted IVR Single Tenant Managed Application	Source SOW	Hosted IVR Single Tenant Managed Application Set up
Hosted IVR	**Technical Services**				
	1 year	Source SOW	Application Support - Standard (M-F, 8 a.m. - 5 p.m.) for Hosted IVR Apps	Source SOW	Application Development
	1 year			Source SOW	Project Management

	1 year	Source SOW	Application Support - Premium (24/7/365) for Hosted IVR Apps		
	1 year	$218.40	Application Support Services Hourly Rate		
Hosted IVR	**Call Administration Tools**				
	1 year	$1,560.00	Complete Call Administration Tool (CAT)		
	1 year	$390.00	Call Routing Tool		
	1 year	$390.00	Customer Survey Tool		

• Generally available
throughout the State
• Hi-Cap service subject to
infrastructure availability.